

ANNEX III

Terms of Reference For Cleaning Services - UN Metro Park Building

Scope of Services

Item	Generic Description	Points
1	<p>Cleaning and support service (unless specified differently):</p> <ul style="list-style-type: none">▪ Clean each office daily▪ Vacuum each office twice a week▪ Clean, wipe, vacuum or dust office furniture, carpets, tiles, wood floors, garbage bins, walls, computers, phones etc.▪ Polish all desk tops, chairs and wooden furniture▪ Wash and wipe down vinyl covered furniture▪ Dust lights, pictures and lamps▪ Remove spot marks on carpets and walls▪ Wash, mop or wipe stairs, corridors and stone floors where applicable▪ Dust staircase handrails and fittings▪ Maintain landings, treads and risers according to finish▪ Clean fire escape routes▪ Clean public areas, meeting rooms, reception rooms and passage▪ Clean balcony and entertainment areas▪ Clean toilets including toilet bowls, washing basins, mirror, walls and floor▪ Empty and clean all toilets waste paper receptacles▪ Clean and sanitize all bowls, basins and urinals.▪ Damp mop with disinfectant for all tiles and vinyl▪ Provide 2-ply toilet rolls and paper towels▪ Empty and clean waste paper baskets and receptacles once a day▪ Remove rubbish to an agreed location▪ Bi-Annual deep-cleaning of carpets▪ Dust and wipe down all low horizon surfaces and vertical surfaces (wall, cabinets etc.▪ Dust accessible light fittings▪ Spot clean all finger marks from light switches, doors and walls▪ Spot clean glass doors; polish mirrors▪ Clean all bright metal fittings▪ Sweep all entrance steps in the foyer▪ Clean doormats and walls in all entry points▪ Clean all entry glass doors▪ Wash steps and entrance lobby▪ Sweep and collect trash in Basement area daily	60

	<ul style="list-style-type: none"> ▪ Disinfect and deodorize Basement area weekly ▪ Completely clean interior of all lifts (including goods lifts) ▪ Clean lifts indicators/buttons ▪ Clean lift door tracks ▪ Clean brass work ▪ Clean lift interior/exterior glass where applicable ▪ Clean kitchen and services points/rooms/tea area ▪ Empty and clean all waste containers ▪ Wash boiling water equipment (kettle/eminant) ▪ Wash dishes/cups and other utensils brought to the kitchen (for office and staff) ▪ Clean/tidy the kitchen/service points and the standing facilities. 	
2	<p>Cleaning materials:</p> <ul style="list-style-type: none"> ▪ Cleaning equipment and materials should be provided to the cleaning team members, i.e. vacuum cleaner, buckets, mops, cloths, workers uniform, name tags, brooms, dustpan, flat shovel, gloves, brushes, duster cloth, garbage bags and any other related cleaning equipment. ▪ Cleaning detergents including all-purpose cleaner (i.e. Handy Andy); glass cleaner, toilet disinfectant, bleach; wax-removing detergent, dish-washing liquid, washing powder; etc. 	15
3	<p>Sanitary equipment:</p> <ul style="list-style-type: none"> ▪ Service provider must supply all sanitary equipment and consumables. ▪ Soap dispensers; paper-towel dispensers; toilet-seat wipes; sanitary bins ▪ 2-ply toilet rolls 	15
4	<p>Reporting:</p> <ul style="list-style-type: none"> ▪ Report all encountered broken items to Common Services on a daily basis ▪ Report and replace all faulty company equipment (i.e. vacuum cleaners) ▪ Submit hygienic report bi-weekly ▪ Submit monthly report ▪ Monthly meetings with cleaning company ▪ Cleaning team leader to go daily to every floor, to monitor progress and service delivery ▪ Attend UN Operations Management Meetings quarterly 	10

In 2007 the United Nations Secretary-General Ban Ki-moon called on all UN agencies to “go green” and become climate neutral. UN organisations have since put in place systems to measure and reduce their environmental impact, including in the area of sustainable cleaning services.

In this regard, the service provider will be requested to implement the following:

- **Cleaning products:** Use of environmentally friendly cleaning products.
- **Sustainable cleaning practices and equipment:** Use minimal amount of cleaning chemicals, water and electricity and reduce the impact of cleaning on indoor air quality.
- **Waste disposal:** Cleaning product containers should be disposed of, reused or recycled appropriately according to their instructions and the hazardous waste laws of South Africa.

- **Training:** All cleaning staff must be regularly trained for their various tasks. This training should cover all environmental practices, occupational health and safety policies and the implementation of the work instructions.
- **Supervisor:** A facility manager, foreman/forewoman or coordinator should be nominated to organize and supervise the cleaning. The appointed person should stay in contact with the contracting authority (UNDP) in order to discuss the work instructions and solve any problems that may arise as a result of implementing any new cleaning methods. The facility manager, foreman/forewoman or coordinator must be sufficiently qualified in the fields of occupational health and safety standards and environmental issues. The supervisor should regularly inspect the techniques employed by cleaning staff to ensure the work instructions are complied with.
- **Capacity to provide a safe working environment for cleaning staff:** The service provider must provide a safe working environment for cleaning staff. This must include appropriate storage, labeling, handling and disposal of chemicals; First aid and accident arrangements; Occupational health and safety training for staff; regular equipment maintenance; a process for reporting and fixing hazards and accidents.
- **Recycling:** The service provider will be committed to supporting the basic recycling initiatives of the UN in South Africa, in collaboration with the Greening the Blue Team. Responsibilities will include separating paper from other waste, maintenance of recycling bins in office kitchen (cleaning the materials, such as milk cartons, disposed of in the bins, and keeping the bins themselves clean). The service provider will develop a system and roster for recycling other waste, such as cans, glass, plastic, batteries, and cartridges, in collaboration with the Greening the Blue Team. This recycling programme will begin as a pilot on the 6th floor of the building with plans for scale-up based on the initial six-month phase. If the service provider can also facilitate the regular removal of the materials for recycling this would be highly favourable.